

Your
**Bereavement
Support**
Guide



Our Promise

The Heart of England Co-op Funerals has always been committed to providing clients and their loved ones with the best possible level of care and support.

Our colleagues are professionally trained to the highest standards. They understand the needs and feelings of the bereaved and the importance of spending time helping families to plan a funeral that truly reflects the life of an individual. In order for us to maintain the highest level of quality care and to continue improving our services, we have created five commitments that we will follow rigorously and strive to live up to.

This is what we call **Our Promise**.



We're available 24 hours a day, 7 days a week, so you'll always have someone to talk to. We also have links with a national network of other Co-operative funeral homes, as well as local knowledge, so we can help no matter where or when you need us.



We know our service can only be as good as the people who look after you and your family. That is why we continually invest in our people to provide a professional, respectful service. We ensure that our people have access to regular and ongoing training and accredited professional qualifications and we only recruit people who can demonstrate the behaviours required in our business.



Every step of the way, we'll explain all the options available to you. We'll give you all the time you need to feel confident about making the right choices for you. Together we can create a completely unique and personalised service – the way you want it to be.



We are proud to be members of the National Association of Funeral Directors which was founded in 1905 and, much like ourselves, strives to promote high standards of care for the bereaved and deceased people, ensuring consumers have the information they need to make informed decisions when arranging a funeral. Membership of the National Association of Funeral Directors means that we must abide by their strict Code of Practice, complying with all legal and regulatory obligations including regular inspections to check the standards of our client-facing and back of house facilities, our colleagues along with the processes and procedures we employ.



We will listen carefully to what you and your family want and offer a complete choice and flexibility in your arrangements.



Throughout, we'll keep you fully informed of exactly what you can expect from us. All our documentation will be written in plain language and our estimate will outline charges in a fair and straightforward way.

At the heart of the community since 1832





In 1832 nine men, believed to be ribbon weavers, launched a great democratic experiment. They formed the Lockhurst Lane Industrial Co-operative Society in the Parish of Foleshill, Coventry. The idea was to provide working families with decent quality food, clothes and other goods at affordable prices.

Lockhurst Lane Society was the first Co-operative to be successfully set up in this region and indeed was amongst the very first Co-operative Societies in the country. It merged with the Coventry Society in 1968 and later became part of the Coventry & East Mercia Co-operative Society.

On 1st January 2000 the Society changed its name to the Heart of England Co-operative Society to more accurately reflect the area in which the Society now trades. All our colleagues take great pride in our reputation for providing an individual, personal and caring service.

As a Co-operative with strong roots in our community, we believe we are uniquely placed to offer the highest levels of personal service whilst maintaining the qualities of respect, dignity and discretion that have been, and continue to be, an integral part of the Heart of England Co-op Funerals approach to all of our clients.

Sharing their story: Honouring a life that was lived

A life deserves to be remembered in every detail. Let us help you honour that legacy with a service that truly reflects their spirit, passions, and the love they shared with the world.

When planning a funeral, every detail about your loved one can help us to help you create a meaningful tribute.

It is really important to us, to know about and understand the person we are caring for, and by sharing their stories about what they did in life, what they loved, how they spent their time, and the passions that fuelled them, you will help us to advise and guide you to a service that celebrates who they truly were and why they were loved by you.



Remembering them with love

You can share stories and information with us during your arrangement meeting. Every piece of information helps us advise you accordingly to help you create a tribute that is as unique as the life being celebrated.

Here are some ideas of what you may choose to share with us so we can help you design a personalised funeral service, which will celebrate the person and the legacy they leave, and hopefully bring some comfort to you and your family at this difficult time.

- **Life Journey milestones** such as significant events, achievements, and the moments that shaped their life.
- **Personal values and the qualities** they cherished most—whether it was kindness, generosity, or a relentless spirit.
- **Favourite Pastimes** they loved gardening, painting, playing a musical instrument or sports? Let us know about the activities that brought them joy.
- **What Mattered Most** in what they loved—family, friends, travel, nature, or perhaps a lifelong commitment to a cause.
- **Special Traditions or rituals** that were important to them, such as favourite recipes, annual gatherings, or community events.
- **Stories and Anecdotes**, to be included as part of a Eulogy or obituary notice, recounting memories that capture their personality — a humorous incident, a moment of wisdom, or a time when their character shone through.
- **Music and Poetry** that remind you of their unique spirit and personality, that can be played or read as part of the service, or included in other elements of the funeral such as the order of service.

Bereavement Checklist

We have provided this easy-to-use step by step checklist to try and make things as simple as possible during this difficult time.

We appreciate that not everyone has had to go through this process before and as such this list, whilst not exhaustive, should cover most of the areas that you will need to consider following the death of a loved one.

Registering of a death

In England and Wales, you will be contacted by the medical examiner's office to confirm you can register the death. You will need to do this within five days (including weekends and bank holidays) of them contacting you. It's best to call the registrars' office in the area where the person died, otherwise it may take longer to get the documents you need and this could delay the funeral. It will take about half an hour to register the death. You usually need to make an appointment beforehand; details can be found on www.gov.uk/register-offices

Procedure

- ☐ Call your Heart of England Co-op funeral home, who will make arrangements to bring the person into our care, if they have died at home.
- ☐ Telephone the Registrar of Births, Deaths and Marriages to make an appointment to register the death once you have been contacted by the medical examiner's office.
- ☐ Complete the Notification or Registration of Death (BD8) form that you were given by the Registrar. This document will inform the Government departments of the death, but it is also advisable to contact relevant Government departments directly (such as pensions, benefits and the tax office) to avoid any accidental overpayments.
- ☐ Start to make the funeral arrangements with your Heart of England Co-op funeral director who will guide you through what needs to happen next and advise you on the type of decisions you will need to make.

If the person died in a house or hospital, the death can be registered by:

- a relative
- someone present at the death
- an official from the hospital
- the person making the arrangements (not the funeral director)

Deaths that occurred anywhere else can be registered by:

- a relative
- someone present at the death
- the person who found the deceased
- the person in charge of the deceased
- the person making the arrangements (not the funeral director)

Most deaths are registered by a relative. The registrar would normally only allow other people to register if there are no relatives available.

When contacting the register office they will tell you what you need to do, when you contact them to make an appointment.

The register office may want to see the person's:

- birth certificate
- marriage or civil partnership certificate
- NHS Medical Card
- Council Tax bill
- driving licence
- passport
- proof of address (eg utility bill)

Information you will need to tell the registrar:

- the person's full name at time of death
- any names previously used, including maiden surname
- the person's date and place of birth (town and county)
- their last address
- their occupation
- the full name, date of birth and occupation of a surviving spouse, late spouse or civil partner
- if they were getting a state pension or any other state benefit/s

If a post-mortem is not being held, the registrar will give you:

- a Certificate for Burial or Cremation (the 'green form') - gives permission for burial or an application for cremation to take place
- a Certificate of Registration of Death (form BD8) - you may need to fill this in and return it if the person was getting a State Pension or benefits (the form will come with a pre-paid envelope, so you know where to send it)
- you can buy extra death certificates - these will be needed for sorting out the person's affairs

Tell us Once

Tell Us Once is a service that lets you report a death to most government organisations in one go.

The Registrar will explain the service when you register the death.

They will either:

- complete the Tell Us Once service with you
- give you a unique reference number so you can use the service yourself online or by phone.

Life Ledger

For the small fee of £19, Life Ledger provides an easy-to-use service helping families deal with death notification. We will automatically pass on your contact details to Life Ledger, unless you request us not to. You will then receive an email and login details enabling you to go through a simple process notifying many different commercial organisations, from banks and building societies through to utilities providers.

- the service yourself online or by phone

Arranging the funeral

- ☐ Contact your funeral director to discuss your requirements and arrange an appointment to make the funeral arrangements. This could be at the funeral home or your location of choice.
- ☐ Check to see if the deceased had a Pre-paid Funeral Plan – as this will have much of the funeral arrangements detailed including the financial aspect.
- ☐ Check to see if there is a Will, again this may contain information about specific requests for the funeral.

Dealing with the estate

- ☐ Locate the Will (it may be at the deceased's property or lodged with their solicitor).
- ☐ If there is no Will, decide who will deal with the deceased's estate as they will need to contact the Probate Registry and apply for Letters of Administration.
- ☐ As part of our service we will arrange for you to be contacted by an estate planning expert from Co-op Legal Services, who can advise you if probate is needed, as well as offering an obligation free quote.
- ☐ If Probate is required, obtain the Will and inform the executors.
- ☐ Gather any documents relating to financial affairs and property ownership.
- ☐ The executor or administrator will decide how to go about the probate process.
- ☐ Surviving relatives and friends of the deceased may need to make a new Will so obtain legal advice.

Benefits and financial help

- ☐ You may be able to claim certain benefits and / or one-off payments depending on your relationship to the deceased. Time limits may apply so contact the Department for Work and pensions.
- ☐ Check your current benefits and tax credits.
- ☐ Certain employers, charitable organisations and clubs may be able to offer financial help.
- ☐ There may be additional advice or information available to help you from your funeral advisor.

Who needs to be informed

Following the death of a family member there are some services and organisations that you may be required to inform. This list is not exhaustive, but hopefully it will be a helpful reminder.

Financial

- ☐ Accountant
- ☐ Banks L
- ☐ Benefits Agency T
- ☐ Building Societies L
- ☐ Car Insurance
- ☐ Credit Card Providers L
- ☐ Credit Union
- ☐ HMRC/Tax Office T
- ☐ Investment
- ☐ Landlord
- ☐ Life Insurance Companies L
- ☐ Loan Companies
- ☐ Mortgage Provider
- ☐ Private Pension Plan L
- ☐ Revenue Authorities
- ☐ State Pension T
- ☐ Store Cards

Health

- ☐ Dentist
- ☐ Doctor
- ☐ Optician
- ☐ Private Medical Insurance
- ☐ Therapists
(eg. Chiropractor, Chiropodist)

Household

- ☐ Council Tax
- ☐ Electricity L
- ☐ Gas L
- ☐ Heating Oil Suppliers
- ☐ Household Insurance L
- ☐ Landlord
- ☐ Maintenance Contracts
(eg. Alarm)
- ☐ Milk Delivery
- ☐ Newspapers
- ☐ Royal Mail redirection
- ☐ TV and Internet Provider L
- ☐ Water Supply L

Membership

- ☐ Gym
- ☐ Library
- ☐ Sports Clubs
- ☐ Social Clubs

Subscriptions

- ☐ Charities Internet
- ☐ Subscriptions L
- ☐ Magazine Subscriptions
- ☐ Mail Order Companies
- ☐ Trade Union

Other

- ☐ DVLA driving licence T
- ☐ DVLA vehicle ownership T
- ☐ Education
- ☐ Employer
- ☐ Home Help
- ☐ Meals on Wheels Passport T
- ☐ Social media & other web sites L
- ☐ Solicitor
- ☐ Travel Agent
- ☐ Travel Pass for Bus/Rail etc

Notes

Items marked with a L are usually contacted by 'Life Ledger'.
Items marked with a T are usually contacted by 'Tell Us Once' if you have notified them.

Contact us

Colleagues in each of our funeral homes are always on-hand to discuss your needs. If you have a question, a query or just want to talk over how our services work, please do get in touch.

Whether you want to talk over our pre-paid set plans, or discuss the options available for a tailor made plan, we're here to help. Write to us, telephone us or simply pay a visit to a funeral home using the details below. We're at your service.

30a High Street
Brackley
NN13 7DS
01280 702 356

10 High Street
Bedworth
CV12 8NF
024 7631 4823

11 Lower Holyhead Road
Coventry
CV1 3AX
024 7622 5826

184 Ansty Road
Wyken
Coventry
CV2 3EX
024 7665 0619

46 Kenpas Highway
Coventry
CV3 6BP
024 7641 1806

346 - 354 Foleshill Road
Foleshill
Coventry
CV6 5AJ
024 7666 5676

8 - 10 High Street
Daventry
NN11 4HT
01327 707 905

Kings Walk
Earl Shilton
LE9 7NL
01455 844 400

48 Lower Bond Street
Hinckley
LE10 1QU
01455 233 974

46 Warwick Road
Kenilworth
CV8 1HH
01926 856 699

12 Parade
Leamington Spa
CV32 4DW
01926 428 665

Park House
Riversley Road
Nuneaton
CV11 5QS
024 7638 2535

38 Bilton Road
Rugby
CV22 7AL
01788 576 099

75 - 76 Coventry Street
Southam
CV47 0EA
01926 800 930



www.heartofenglandcoopfunerals.co.uk



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